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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

RECEIVED

In re Application of

John C. Mears et al.

Serial No.: 09/400,320

Filed: September 21, 1999

For: A CONTACT CENTER SYSTEM CAPABLE OF  
HANDLING MULTIPLE MEDIA TYPES OF  
CONTACTS AND METHOD FOR USING  
THE SAME



Group Art Unit: 2742

Examiner: B. Tieu

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents  
Washington, D.C. 20231

Sir:

In accordance with 37 C.F.R. §§ 1.56 and 1.97-1.98, Applicants herewith transmit copies of the documents listed in the attached Form PTO-1449, which may be deemed material to the examination of the above-identified application.

Although the Examiner is encouraged to review all of the cited documents, the five (5) cited U.S. patents, the two (2) published foreign patent applications, and the first eight (8) cited publications relate to Internet-based call centers having multimedia capabilities. The publications numbered 5 through 8 describe the UniQue call center product

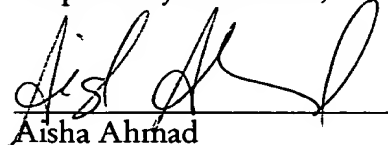
developed by the assignee, Microlog Corporation, which embodies the subject matter of the present application.

As indicated, all documents are in English and therefore, no statement of relevance is required. Also, since the present Information Disclosure Statement is being filed prior to issuance of a first Office Action on the merits, no certification under 37 C.F.R. § 1.97(e) or fee under 37 C.F.R. § 1.17(b) is required.

The Examiner is requested to consider the attached documents in connection with the above-identified application and to return a copy of Form PTO-1449 to the Applicants with the Examiner's initials in the spaces provided.

Submission of this Information Disclosure Statement does not constitute an admission by the Applicants as to the materiality of the attached documents to the application, nor do the Applicants waive any right to challenge the validity of the documents as prior art should such action be deemed appropriate.

Respectfully submitted,



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Dated: March 6, 2001